

## General Services Administration (GSA)

Networx Fair Opportunity and SOW Guide

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(Revision 3)

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#### 1. INTRODUCTION

## 1.1. Purpose

This Fair Opportunity and Statement of Work (SOW) guide provides information to federal Agencies on using the Networx contracts—Universal and Enterprise—to obtain telecommunications services through the General Services Administration (GSA). This guide describes the procedures that will assist federal Agencies in selecting a Networx contractor under the Fair Opportunity process and placing orders with that contractor for Networx services. It is intended for use by Agency officials involved with placing orders under the Networx contract, GSA officials responsible for administering the Networx contract, and contractor personnel involved with providing the Networx services to customer Agencies. The objective of this guide is to prescribe a set of uniform service ordering guidelines and procedures that can be used by all Agencies to obtain services under the Networx contracts.

This document provides guidance on the Networx ordering process in accordance with the procedures established in the Networx contracts (Contract Section G), and is revised to bring into effect the Acquisition Improvement and Accountability Act of 2007 and the changes to FAR Case 2008-006, Enhanced Competition for Task and Delivery Order Contracts—Section 843 of the Fiscal Year 2008 National Defense Authorization Act. The Networx contracts have precedence in regard to all Networx ordering policies.

#### 1.2. Background

The Networx contracts provide comprehensive, best-value telecommunications and networking services and technical solutions to all federal Agencies. The Networx program serves as the primary replacement for the expired FTS2001 and FTS2001 Crossover contracts and federal wireless contracts.

Networx introduces new technologies, new industry partners, and new ways to achieve a more efficient and effective Government. It will allow Agencies to focus resources on building a seamless and interoperable operating environment while GSA ensures Agency access to the best technologies that industry has to offer. Also, the Networx contract is designed to use the Government's buying power to obtain highly competitive prices from the Networx contractors.

The Networx program consists of two parallel acquisitions: Networx Universal and Networx Enterprise. Both Networx Universal and Enterprise are broadly scoped acquisitions that provide a comprehensive suite of services. Networx includes current services as well as those that anticipate the future needs of Agency customers. These new services are based on extensive market research and technical analysis, have been reviewed by Agency customers to ensure an adequate market exists, and have been adjusted based on industry best practices.

#### 2. NETWORX ORDERING PROCESS OVERVIEW

## 2.1. Overview of Ordering

The Networx ordering process is designed to allow ordering Agencies to define their service requirements, select a Networx contractor as a service provider, and place an order with the selected contractor in accordance with the terms of the Networx contracts. The high level steps of the Networx ordering process are:

- Requirements Development
- Service Competition Package Preparation
- Fair Opportunity Decision (Section G.4.2)
- Order Placement
- Order Fulfillment

The remaining sections of this document provide detailed procedures and guidelines for each of these ordering steps. The roles and responsibilities of organizations involved in the Networx ordering process are found in Attachment 1.

## 2.2. Networx Service Ordering and Contract Requirements

Networx telecommunications service requirements and ordering are directly linked to the Networx Contract Line Items Numbers (CLINs). The Networx CLIN structure serves as a determinant of how an order will be placed under the Universal and Enterprise Networx contracts. The Networx ordering flow supports two types of processes—a standard process for established fixed price CLINs, described in Section 4.1 below and a second process for Statement of Work (SOW) orders, described in Section 4.2 below. These two order type processes are shown in Figures 1 and 2 respectively. Each Networx contract contains approximately 4,500 CLINS that were competed and priced by vendors to facilitate ordering directly off the Networx contracts. As a result, GSA expects the vast majority of orders to be placed via the standard process for fixed priced CLINs.

The Networx contracts support two types of existing CLINs—fixed priced CLINs and unpriced Individual Case Basis (ICB) CLINs. Additional CLINs may need to be established to accommodate Agency specific requirements that fall within the scope of the Networx contracts, but require a more complex set of service characteristics that are not covered under the existing CLIN structure. Ordering services off the fixed price CLINs can be accomplished through a standard process that will not require a SOW or a modification of the contract. Orders requiring ICB prices or Agency specific unpriced service requirements CLINs will require a SOW and subsequent modification of the contract. Contract modification is a separate process that is defined in the *Networx Contract Modification Guide*. GSA is responsible for implementing the contract modification process.

#### 2.3. Networx Tools

GSA provides a set of automated tools to customer Agencies and the Networx contractors to facilitate the ordering process and to enable the effective management of market research, Fair Opportunity decisions, ordering, pricing, and contract administration. These tools will be available through the Networx Hosting Center (NHC), which provides electronic access to sensitive information on Networx services and contract administration through a secure internet website.

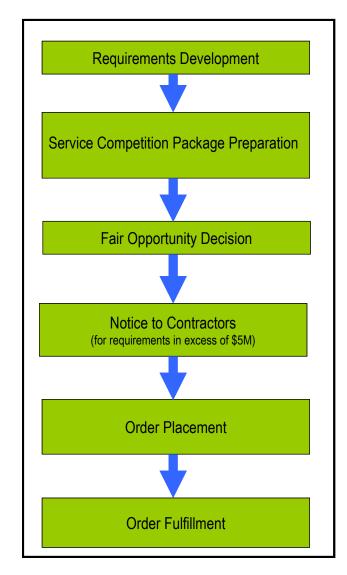




Figure 1. Standard Process

Figure 2. SOW Process

## 2.4. Contract Information

Agencies requiring assistance on the ordering process may contact their GSA Technology Service Managers (TSMs). They may also request assistance directly from the GSA staff at the Help Desk who can place you in quick and direct contact with those who are best equipped to resolve your questions or issues. Help desk and TSM contact information is provided in Attachment 3. The Networx Universal and Enterprise contract numbers are given in Attachment 3 as well.

#### 3. REQUIREMENTS DEVELOPMENT

An Agency's telecommunications requirements are driven by an Agency's mission needs and operational model. Requirements for Networx ordering should be determined by conducting a complete analysis of an Agency's current inventory of telecommunications services and its future operational needs. This analysis will determine how the Networx service offerings can best meet an Agency's needs. Requirements can then be grouped in a Statement of Requirements (SOR) package and a vendor selected through the Fair Opportunity process to meet the Agency's requirements.

The steps for Requirements Development are described below.

- Determine Requirements: Agencies must determine their Networx service requirements as the initial step in the ordering process, using their telecommunications services inventory and other requirements to define their service requirements.
- 2. Document Requirements and Service Groups: The SOR should contain a written list of best good faith estimates of the Agency's telecommunications service requirements based on their current inventory of telecommunications services and any other known requirements. The SOR will provide a basis for determining a strategy for meeting those service requirements under the Networx contracts. The Networx contracts provide Agencies with the flexibility to define a wide variety of groupings that meet their mission needs. These groups may range from all required Agency services for all sites to a group consisting of one service for one location. They may also be based on service clusters (internet protocol services, dedicated services), technology (voice, data), geographic location (state, region), as well as logical clusters as determined by individual Agency needs.
- 3. Market Research: Agencies may conduct market research by reviewing the offerings from the Networx contractors, and may contact the contractors for information if desired. This market research should not be used to exclude contractors from the process or to favor one contractor over another. This process should neither be used to obtain price information not already in the contract nor to ask for detailed design solutions.
- 4. Determine Acquisition: Once the service requirements are developed and grouped, Agencies should determine which Networx acquisition—Universal or Enterprise—best meets their needs. To do so, the SOR and requirements groups should be used at this point to determine if a SOW is required. The Agency should conduct a gap analysis to determine what requirements identified in the SOR can be met using the established CLINs in the Networx contracts and what requirements require the creation of new CLINs to accommodate Agency specific requirements.

It is possible that an Agency could be best and most economically served by using *both* Networx contracts. For example, an Agency requiring Call Center/Customer Contact Center Services may wish to use the Enterprise contract to meet these needs, while using the Universal contract for information transport services, such as Voice or Frame Relay Services.

- 5. Determine Process Type: Agencies are advised to determine how their SOR can be met using the established CLINs in the Networx contracts. If all the requirements are priced in the selected Networx contract (Universal or Enterprise) under established fixed price CLINs (standard process), Agencies may then proceed to evaluate the contractors' prices through the Networx pricer. If the requirement is estimated to exceed \$5M, notice must be sent to the Networx contractors. If the requirements cannot be met using fixed-price CLINs, a SOW process will be needed to define the requirements and their respective CLINs (see Section 4.2).
- 6. **SOW Development Options:** When a SOW is needed, Agencies have two options for its development— 1) Agencies develop the SOW themselves, or 2) the Networx contractors develop SOWs in response to an Agency's Statement of Objectives (SOO). Both of these options are discussed in Section 4.2.

# 4. SERVICE COMPETITION PACKAGE PREPARATION AND FAIR OPPORUNITY DECISION

Once Agencies have developed their SOR, they should prepare service competition packages based on their requirements, the identified services groups, and their acquisition strategy. Preparation of the Service Competition Package for the standard process and SOW process are described below. If the services can be accommodated solely by fixed price CLINs, then in most instances the Agency proceeds with the standard process as described in Section 4.1 below. If the Agency service requirements relate to ICB CLINs, Agency specific unpriced service requirements, or both, the Agency prepares an SOW as described in Section 4.2 below.

#### 4.1. Standard Process

The Service Competition Package for the standard process may consist of a simple list of all CLINs that pertain to the Agency's service requirements and may be prepared using the following steps:

#### **Service Competition Package Preparation**

- 1. **Confirm CLINs Needed:** The Agency will use the SOR to confirm that all the service requirements can be met under the Networx contracts using already established fixed price CLINs (Contract Section G.4.1).
  - However, if Agencies require the Networx contractors to submit a design solution using only existing established fixed priced CLINs, that Agency requirement would follow the SOW process as described in Section 4.2 below. Since this process requires considerable GSA involvement and review, Agencies are encouraged to use established fixed price CLINs to define and compete their requirements directly wherever possible. GSA will assist Agencies as necessary in defining their requirements using established fixed priced CLINs. If the solution requires ICBs or new unpriced CLINs then the SOW process (Section 4.2 below) must be followed.
- 2. Finalize Package: Agencies will finalize the Service Competition Package by listing the Networx CLINs that are pertinent to the service requirements. Agencies should use their best good faith estimate to define the requirements. The projected requirements should not be skewed so as to exclude any contractor or to bias the Fair Opportunity decision. The amount of effort used should reflect the complexity and dollar amount of the Fair Opportunity decision to be made. If the requirement is estimated to exceed \$5M, notice must be provided to the Networx contractors.
- 3. Conduct Evaluation: The selection of a contractor to provide services using established fixed price CLINs may be based on contract prices only. The comparative price analysis may be conducted as part of the evaluation process using the Networx Pricer. This tool will allow Agencies to quickly access the prices being offered under the Networx contracts—Universal and Enterprise—for the service requirements and to conduct a comparison of those prices. Agencies may then choose a contractor based on the lowest price offered for the required services. See Attachment 2 for a description of the Networx Pricer tool and how it can be used to conduct price comparisons for the Networx contractor service offerings. If Agencies

are not able to identify their requirements, they are encouraged to request assistance from GSA.

## Fair Opportunity Decision

4. Select Qualified Contractor: The Agency will select the contractor best suited to provide the required services under Networx using the Fair Opportunity decision process (or exceptions to Fair Opportunity [Contract Section G.4.3]). The Agency will document the basis for the decision. Formal evaluation plans or rating schemes are not required for this process. However, the extent of acquisition planning and evaluation should be commensurate with the estimated value and importance of the service order. The Agency shall forward the decision to the GSA Contracting Officer, and the Agency must notify the contractors of its decision for any orders in excess of five million dollars and conduct debriefings if requested by the contractors.

The Agency may then proceed to place orders to implement the Fair Opportunity decision (See Section 5).

#### 4.2. SOW Process

Agencies are encouraged to use established fixed price CLINs as much as possible to define the services required by the ordering Agency. In the case of unique agency unpriced requirements, a SOW is used to address services for which priced CLINs are not established in the Networx contracts. The agency is responsible for developing the SOW for submission to GSA for review. The amount of time required by an Agency to develop a SOW will depend upon the complexity of services needed.

In cases where an agency seeks to develop a new capability or solution and believes that industry is best capable of determining how to meet agency needs, a Statement of Objectives (SOO) may be required. Contractors will prepare a SOW response to the SOO. Because GSA will review the Agency's SOO as well as each of the Networx contractor's proposed SOWs response for a scope determination, the SOO approach will necessitate a much higher level of GSA involvement and will substantially increase the time required for the overall ordering process. Since this process could also lead to re-pricing of services already competed and priced on the Networx contracts, agencies are strongly encouraged to avoid this process unless clearly warranted. The step-by-step procedures for developing a SOW (Contract Section G.4.5) are as follows:

## Service Competition Package Preparation

- Consult with GSA: While the Agency has the primary responsibility for developing either a SOW or a SOO, GSA can provide advisory and consulting services to the Agencies that may include performing scope determinations for the SOW requirements and working with the Agencies to define the additional CLINs required for the Agency-specific unpriced requirements.
  - 2. Complete Agency Developed SOW: If the Agency elects to draft a SOW, it should include any associated enhanced performance requirements if applicable, the format for contractor

submission of responses, and evaluation guidelines. Guidance on some of the SOW data elements are found in Attachment 4. The SOW should specify which Networx contract—Universal or Enterprise—is to be used. The SOW should also identify the additional CLINs needed to accommodate the Agency specific requirements. Not all the data elements listed in Attachment 4 need to be used for all SOW orders—Agencies should tailor the SOW and the information needed to meet their particular needs. The complexity of the SOW will depend upon the complexity of the Agency requirements.

- 3. **Submit SOW:** Once an Agency has prepared a SOW, the Agency needs to submit it to a designated GSA Contracting Officer (CO) for review.
- 4. Conduct Scope Determination and Approve SOW/SOO: For an Agency-developed SOW, the GSA CO will determine whether the SOW requirements are within scope of the Networx acquisition (Universal or Enterprise). If a SOO is needed, the CO will perform a "Quick In-Scope" determination, checking only for stated requirements that are clearly beyond the scope of the Networx contract under consideration. In either case, the GSA CO will issue a written scope determination finding to the Agency.

If the SOW is not within scope, GSA will work with the Agency to redefine the requirements to ensure that they fall within the scope of the Networx contract. While the time required for the SOW scope determination will depend upon the complexity of the SOW requirements, GSA expects that the majority of scope determinations will be completed within twenty (20) business days. For SOO scope determinations, the majority will be completed within ten (10) business days.

- 5. **Issue Request for Quote (RFQ):** Once a within-scope determination is made, and the Agency has selected either the Universal or Enterprise acquisition, GSA shall issue the RFQ to the qualified contractors as requested by the Agency.
- 6. Submit Proposals: The contractors will submit proposals to the ordering Agency in response to the RFQ issued by GSA. Any non-administrative amendments to the RFQ must be submitted to GSA for an additional within-scope determination. An amended RFQ will then be issued by GSA to the Networx Universal or Enterprise contractors as requested by the Agency. Questions and answers conducted by the ordering Agency with the Networx contractors will be coordinated by GSA.

If the RFQ is based upon an Agency-submitted SOO, the following additional actions take place in parallel with the next step (step 7):

- Based on the SOO, contractors will prepare SOWs as part of their proposals and submit them to the Agency and GSA CO.
- The GSA CO conducts a detailed scope determination of each contractorsubmitted SOW, rejects SOWs found to be out of scope, and advises the Agency and affected contractors of the rejections.
- For contractor-prepared SOWs determined to be within scope, the GSA CO notifies the Agency and affected contractors.
- 7. **Receive and Evaluate Proposals**: The Agency will evaluate the contractors' proposals using the Agency evaluation plan outlined in the RFQ.

8. **Negotiate Specifics with Contractor:** The Agency may contact the contractor(s) to discuss the services needed and other issues that impact the service offerings.

## Fair Opportunity Decision

- Select Qualified Contractor: Using the Fair Opportunity guidelines, the Agency will select the
  best qualified contractor proposal based on the SOW requirements and the evaluation plan.
  The rationale for the selection decision must be thoroughly documented by the Agency.
- 10. Make Final Review and Prepare Notice of Selection Package: The Agency will make a final review of the selected proposal and will package the proposal and selection decision in preparation for the contract modification process. This package should include the SOW, any amendments made to the original SOW, the selected contractor proposal, the recommended CLIN structure, the prices for services, any additional information on prices to support a fair and reasonable determination, and the selection decision documentation. Once assembled, the package should be forwarded to the GSA Contracting Officer.
  - 11. **Notifications:** Networx contractors shall be provided notice when the agency is conducting fair opportunity decisions in excess of \$5 million. This notice shall include:
    - (A) A clear statement of the agency's requirements;
    - (B) A reasonable response period;
    - (C) Disclosure of the significant factors and subfactors, including cost or price, that the agency expects to consider in evaluating proposals, and their relative importance;
    - (D) Where award is made on a best value basis, a written statement documenting the basis for award and the relative importance of quality and price or cost factors;
    - (E) An opportunity for a post award debriefing.

When the requirement being evaluated consists entirely of priced Networx CLINs and evaluation will be made on the basis of price alone, the Networx pricer may be used, even if the requirement is expected to exceed \$5 million. When the pricer is being used for requirements in excess of \$5 million, the Agency Contracting Officer should provide a notice to the Networx contractors that state the substance of the following:

Name of Networx Vendor POC

Address of Networx Vendor

Dear Name:

The {insert name of ordering Agency} is in the process of conducting a Networx fair opportunity using the Networx pricer, as provided in the contract at § G.4.2. The anticipated date of uploading our requirement into the pricer is {insert date}.

The following requirement is being evaluated:

{Insert locations, CLINs and access arrangements – this information may be included as an attachment if necessary}

This fair opportunity is being conducted with all of the Networx {insert Universal or Enterprise, as applicable} vendors. Award will be made on the basis of price alone, using the Networx pricer. Networx contractors shall be provided a debriefing for any fair opportunity decision in excess of \$5 million. The debriefing may be in writing or by any other means chosen by the Agency Contracting Officer.

As this requirement consists entirely of already priced CLINs, we are not seeking further information from the Networx vendors, so no response is necessary on your part.

As always, if you are aware of any inaccuracies for any of your CLIN prices in the Networx pricer, it is incumbent upon you to bring that to the attention of GSA as soon as possible.

Sincerely,

Full Name

Ordering Agency Contracting Officer

- 12. **Debriefings:** Networx contractors shall be provided a debriefing for any fair opportunity decision in excess of \$5 million. The debriefing may be in writing or by any other means chosen by the Agency Contracting Officer. The substance of the debriefing shall include:
  - (A) The Government's evaluation of the significant weaknesses or deficiencies in the offeror's proposal, if applicable;
  - (B) The overall evaluated cost or price (including unit prices, when releasable) and technical rating, if applicable, of the successful offeror and the debriefed offeror, and past performance information on the debriefed offeror;
  - (C) The overall ranking of all offerors, when any ranking was developed by the agency during the fair opportunity decision;
  - (D) A summary of the rationale for award;
  - (E) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror;
  - (F) Reasonable responses to relevant questions about whether source selection procedures contained in the solicitation, applicable regulations, and other applicable authorities were followed.

The debriefing shall not include point-by-point comparisons of the debriefed offeror's proposal with those of other offerors. Moreover, the debriefing shall not reveal any information prohibited from disclosure by FAR 24.202 or exempt from release under the Freedom of Information Act (5 U.S.C. 552) including—

- (A) Trade secrets;
- (B) Privileged or confidential manufacturing processes and techniques;
- (C) Commercial and financial information that is privileged or confidential, including cost breakdowns, profit, indirect cost rates, and similar information; and
- (D) The names of individuals providing reference information about an offeror's past performance.

The unit prices of Networx contractors for the current year are releasable. The unit prices of Networx contractors for future years are deemed by the Networx contractors to be proprietary information and trade secrets. Release of this information is prohibited under the terms of the Nondisclosure Agreement providing access to non-public pricing on the Networx pricer, and may constitute a criminal violation under 18 USC 1904.

#### **Contract Modification**

13. Modify Contract: Working with the selected contractor(s), GSA will modify the appropriate Networx contract(s) to incorporate any SOW information that is not currently in the contract(s). The CLIN structure will be modified as well to incorporate the new requirements and pricing information. GSA will make a final fair and reasonable determination for any new prices that need to be incorporated into the Networx contract(s). GSA anticipates the majority of contract modifications to be completed within thirty (30) business days. The Networx Contract Modification Guide should be consulted for the specific procedures required for the Networx contract modification process. GSA will modify contracts for the selected contractor(s) only, unless GSA deems it is beneficial to pursue adding services to the other contracts.

The Agency may place an order for any unpriced ICB CLINs or Agency-specific service only when the contract modification process is completed. Agencies will be notified when the contract modification has been awarded. See Section 5 of this document for a description of the Networx order placement process.

#### 5. ORDER PLACEMENT PROCESS

Once the Fair Opportunity process and all necessary modifications to the Networx contracts are completed, an Agency will submit the order(s) directly to the selected Networx contractor. The selected Networx contractor may consult with the Agency to expedite the ordering process and to provide the tools needed to ensure that all orders are properly placed. The Networx contractors may also provide training to individual agencies on placing orders for their services.

The Networx contractors will accept only authorized orders from the Agencies to ensure that correct Agency hierarchy information is provided and to provide order tracking and inquiry information to assist both the Agencies and GSA in monitoring order related activities such as billing, service inventories, and credits, among others.

Agencies have authority to appoint Designated Agency Representatives (DARs) who are authorized to place orders under the Networx contracts. The DAR is responsible for complying with the terms and conditions of the contracts and with any rules, regulations, and conditions promulgated and enforced by their Agency. Agencies will also appoint DAR administrators who are responsible for developing and maintaining a list of DARs authorized to place orders under the Networx contracts, the hierarchy code(s) or billing account code(s) against which the DARs can order, the type of service(s), dollar limit, and any other limits placed on the DAR ordering authority. Information on the roles and responsibilities of the DARs and DAR administrators can be found in the *DAR Guidelines for Network Services Contracts* issued by GSA through the Office of Integrated Technology Services.

The steps for placing an order with a Networx contractor are provided below. These steps and indicated time limits are defined in the Networx contracts.

- 1. **Place Order:** The Agency will place an order with the selected Networx contractor. Only Agency DARs are authorized to place orders for Networx services.
  - 2. Receive Order: The contractor receives the order from the Agency. If a non-electronic medium is used, the contractor will enter the order into its online ordering system within three (3) business days.
  - 3. Issue Order Receipt Acknowledgement: The contractor provides the ordering Agency with a completed Order Receipt Acknowledgement form within one (1) business day of receiving the order. An Order Receipt Acknowledgement will be provided by the contractor for each order received from the ordering Agency.
  - 4. Determine Order Validity: The contractor reviews the order within five (5) business days to determine whether it is valid according to the contract requirements for service ordering. The contractor also validates each data element submitted with the order, paying particular attention to the accuracy and completeness of the Agency Hierarchy Code(s) (AHC) and the user authorizations. All orders with incorrect or incomplete AHCs will not be validated. Any order containing an AHC that the DAR is not authorized to provide (based on the DAR profile) will not be validated. When reviewing the order for validity, the contractors should pay particular attention to the service scope and funding authorization of the DAR. Any order placed by an unauthorized DAR or in which an incorrect funding source is identified will not be validated. Depending on the results of this review, one of the following two courses of action are to be taken:

- (a) Order Valid—Contact Agency: If an order is valid, the contractor will notify the ordering Agency within one (1) business day and will issue a Service Order Confirmation to the Agency within five (5) business days of receiving the order.
- (b) Order Not Valid: If the order is found to be invalid, the contractor will notify the ordering Agency within one (1) business day and will include in the notification the specific portions of the order that are invalid, with clear indications of why they are invalid. Ordering Agencies must respond to the contractor within five (5) business days of being notified that the order is invalid (see step 5 below). If the Agency fails to respond to the contractor within five (5) business days, the contractor issues an Order Rejection Notice to the Agency.
- 5. Issue Order Correction: For orders found to be invalid, the ordering Agency issues an order correction within five (5) business days of being informed that the order is invalid. If the Agency wishes to make a correction to an order found to be valid, the Agency can issue an order correction within five (5) business days of being informed that the order is valid. The contractor will accept the corrected order if a) the contractor deemed the original order to be invalid, or b) the Agency determines it necessary to correct the order or change the customer want date. The Agency will submit the corrected order to the contractor in the same way that the original order was submitted. If an Agency Service Request Number (ASRN) was provided, the contractor will use the same ASRN that was used on the original order. The contractor will also use the same Contract Service Order Number on the corrected order that was used on the original order. The Contract Service Order Number is used for order tracking purposes.

#### 6. ORDER FULFILLMENT PROCESS

Order fulfillment ensures that the order has been correctly placed and that service is being provided in accordance with the provisions of the Networx contracts. The order fulfillment process is described below.

**Issue Service Order Confirmation:** If the contractor deems that the order is valid, the contractor issues a **Service Order Confirmation** to the Agency within **five (5) business days** of receiving the order.

- Issue Firm Order Commitment Notice: In conjunction with issuing the Service Order Confirmation, the contractor will also issue a Firm Order Commitment Notice to the ordering Agency. The Firm Order Commitment Notice will specify an implementation interval that best meets the ordering Agency's want date in accordance with the Service Provisioning Intervals specified in the Networx contracts.
  - Implement Order: The contractor implements the order within the service provisioning interval. The implementation interval is the number of calendar days from the Service Order Confirmation date to the completion date as specified in the Service Order Completion Notice (SOCN).
  - 7. **Issue SOCN:** The contractor provides the ordering Agency and GSA with a SOCN within **one (1) business day** after all the components of the order are fully implemented, the contractor has completed testing, and the service is ready for customer Agency use. The contractor must provide a SOCN for each order.
  - 8. **Receive SOCN**: The ordering Agency and GSA receive a copy of the SOCN.

## **ATTACHMENT 1: ROLES AND RESPONSIBILITIES**

Roles and responsibilities for selecting a Networx contractor and placing orders under the Networx contracts will be shared by the Agency placing the order, GSA, and the Networx contractor providing the services. Agencies will appoint Designated Agency Representatives (DARs) who are authorized, in accordance with agency regulations and policies, to place orders for telecommunications services under the Networx contracts. The table below describes the specific roles and responsibilities for the organizations involved in the Networx ordering process.

GSA	<ul> <li>Provides general guidance on selecting a Networx contractor and ordering Networx services</li> <li>Communicates policy and regulatory requirements to Agencies</li> <li>Consults with Agencies on SOW development process</li> </ul>
GSA Contracting Officer	<ul> <li>Makes scope determination for requirements</li> <li>Issues RFQs, SOWs, &amp; SOOs</li> <li>Executes contract modifications</li> </ul>
Networx Contractor	<ul> <li>Submits SOW(s) in response to a SOO</li> <li>Submits proposals in response to a RFQ</li> <li>Provides all information needed to keep Networx tools, databases, and processes up-to-date</li> <li>Fulfills Networx orders</li> </ul>
Agency	<ul> <li>Defines requirements</li> <li>Appoints DARs and DAR Administrators</li> <li>Conducts Market Research, as necessary</li> <li>Develops SOW, RFQ, SOO</li> <li>Conducts Fair Opportunity process</li> </ul>
Agency Contracting Officer	<ul> <li>Negotiates directly with the Networx contractors</li> <li>Documents Fair Opportunity process</li> </ul>
Agency DAR	■ Places Orders ■ Manages Orders

#### ATTACHMENT 2: NETWORX TOOLS

**Networx Pricer**—provides access to the contract prices for available Networx services. The Networx Pricer provides the capability to compare unit prices at the CLIN level for the contractors supporting the Networx Universal and Networx Enterprise contracts. Subject to access controls, users may view, edit, update, and download price data to support a number of functions. The capabilities of the Networx Pricer include:

Pricing for all Networx CLINs—domestic and international rates

Summing of multiple price queries

Viewing and pricing CLINs associated with a particular service

The Networx Pricer is available in two versions. A private version will be available to Agencies that will provide access to sensitive Networx contractor price data for current prices plus a 10 year projection of prices. This version will allow Agencies to evaluate the cost of Networx contractor services in support of the Fair Opportunity process. A public version of the Networx Pricer will allow contractor to have access to current year and previous year prices, but not future prices provided by other Networx contractors. Processes will be in place to ensure that the Networx Pricer contains the most current information on the prices of Networx services. The public version of the Networx Pricer can be found at http://releasedprices.networx.gov.

Since the Agency or private version of Networx Pricer contains sensitive data on the Networx contractor price structures, security measures are in place to ensure that only authorized users have access to that information. Access to the private Networx Pricer requires Agency Users to obtain RSA SecurID® Tokens from the Networx PMO. These procedures and required forms are provided at the Networx Document Library called "Procedures for Access to 10-Year Pricer" accessible through the GSA Networx web site at <a href="http://www.gsa.gov/networx">http://www.gsa.gov/networx</a>. The private Networx Pricer can be accessed at https://pricer.networx.gov.

Contract Database—stores information on the Networx contracts. GSA and Agency customers will have read-only access to the Networx contract documents for reference purposes. GSA will have both read and write access to the database to make approved modifications to the contracts. The Networx contractors will not have access to the contract database since it contains proprietary information on pricing provided by the other contractors.

## **ATTACHMENT 3: GSA CONTRACT INFORMATION**

#### **Contract Numbers**

Networx Contract	Contract Number
AT&TEnterprise	GS00T07NSD0041
AT&TUniversal	GS00T07NSD0007
Level 3 CommunicationsEnterprise	GS00T07NSD0037
MCI /VerizonEnterprise	GS00T07NSD0038
MCI/VerizonUniversal	GS00T07NSD0008
Qwest/CenturyLinkEnterprise	GS00T07NSD0040
Qwest/CenturyLinkUniversal	GS00T07NSD0002
SprintEnterprise	GS00T07NSD0039

#### **Networx Points of Contact**

The table below lists contact information for obtaining assistance with service ordering or usage. For the most expeditious and accurate assistance, you are encouraged to contact the Help Desk first. The GSA staff at the Help Desk can place you in quick and direct contact with those who are best equipped to resolve your questions or issues.

Agencies for which a GSA Technology Service Manager (TSM) has been assigned can also obtain assistance by using the procedures in the table below for contacting their TSMs.

GSA Contact	Contact Instructions	
Networx Help Desk	Call 1- 855-482-4388 or e-mail <u>ITCSC@gsa.gov</u>	
GSA Technology Service Manager	<ol> <li>Find your agency in the listing at <a href="www.gsa.gov/tsms">www.gsa.gov/tsms</a>.</li> <li>Contact the TSM assigned to your agency using the listed contact information.</li> </ol>	

## **ATTACHMENT 4: STATEMENT OF WORK DATA ELEMENTS**

The table below describes the suggested data elements for developing a SOW. In developing a SOW Agencies should tailor these elements to suit their particular needs and choose the data fields that are most pertinent to their circumstances and requirements.

Field Name	Description
PROJECT TITLE	Provide a short, descriptive title of the work to be performed.
	Provide a brief description/summary of the services sought Describe the services provided by the current network and/or contractors.
BACKGROUND	Describe strategic direction and objectives for the solution sought by the Agency (i.e., what is the main objective for the migration of services, what emerging services are envisioned to be supported by the solution sought,).
ACQUISITION	Universal, or
SELECTED	Enterprise.
FAIR OPPORTUNITY	State whether exceptions to Fair Opportunity apply to the services defined in the SOW.
EXCEPTION	Document rationale for Fair Opportunity exception.
SPECIFIC TASKS AND/OR SERVICES	Provide a Statement of Requirements (SOR).
AGENCY SPECIFIED	Indicate whether Agency specific services are needed.
SERVICES	Provide scope of services needed.
	Requirements Category by Target Networx Service:
SERVICE	On contract and priced (fixed price).
REQUIREMENTS (Mapped to Networx Service)	On contract and not priced (ICB).
(Mapped to Network Cervice)	Agency Specific Requirements.
PERFORMANCE MEASURES (Mapped to Networx Service)	Identify metrics to be used to assess quality of service delivery based on Networx contract specified performance measures or others as needed.
GOVERNMENT- FURNISHED EQUIPMENT AND	Identify the Government-furnished equipment and information, if any, to be provided to the contractor and identify any limitations on use. Be as specific as possible.
INFORMATION	Indicate interoperability requirements.
(Mapped to Networx Service)	
PLACE OF	Specify the services that will be provided at the contractor's site.
PERFORMANCE	Specify the services that will be provided at a Government site.
PERIOD OF PERFORMANCE:	State the period of performance in terms of total calendar days after award for services requested.
	Present high level plan for selecting a contractor to provide the specified services.
EVALUATION PLAN	Specify the factors—technical, management, past performance, price—that will be used to evaluate contractor proposals.

## ATTACHMENT 5: EXCEPTIONS TO THE FAIR OPPORTUNITY PROCESS

The Government may issue orders without the Fair Opportunity process whenever circumstances warrant the exercise of any exception set forth in 41 USC §253j. In the event that any of the Exceptions to Fair Opportunity are employed, the rationale must be thoroughly documented. If the logical follow-on exception is used, the rationale shall describe why the relationship between the initial order and the follow-on is logical (e.g., in terms of scope, period of performance, or value). In accordance with 41 USC §253j, Fair Opportunity does not apply to orders that are under \$3,000, although to the extent practicable, such micro-purchases shall be distributed equitably among qualified suppliers. Fair Opportunity also does not apply to service orders above \$3,000 where the Contracting Officer determines that:

## **Examples of Fair Opportunity Exceptions**

Exception Provided for by 41 USC §253j [abbreviated description]	Examples of Delivery or Task Order Types that Qualify As Exceptions
Unusual urgency that would lead to unacceptable delays	Natural disaster or other emergency needs  Military/mobilization needs  Immediate short-term need arising on short notice
Only one capable contractor	Only one contractor offers the equipment/service  Only one contractor offers the equipment/service to the locations where the equipment/service is needed  Only one contractor can demonstrate that it is capable of providing equipment/service in the manner required by the user or to the required locations
Economy, efficiency and logical follow-on to an order already issued under Fair Opportunity	Orders associated with any moves, additions, changes, or similar needs Incremental orders for the same or a new equipment/service to locations where equipment/service already exists or has been ordered Orders placed to minimize inefficiencies or additional costs that would result from introducing multiple maintenance, operations, training network management, or other support systems Orders placed to maintain the engineering and operational integrity of, or to augment an established telecommunications capability within an organization
Meet a minimum revenue guarantee	No examples provided. Self-explanatory.